



# Engagement of 11-19 Years old in Epilepsy services at DBTH NHS Foundation Trust

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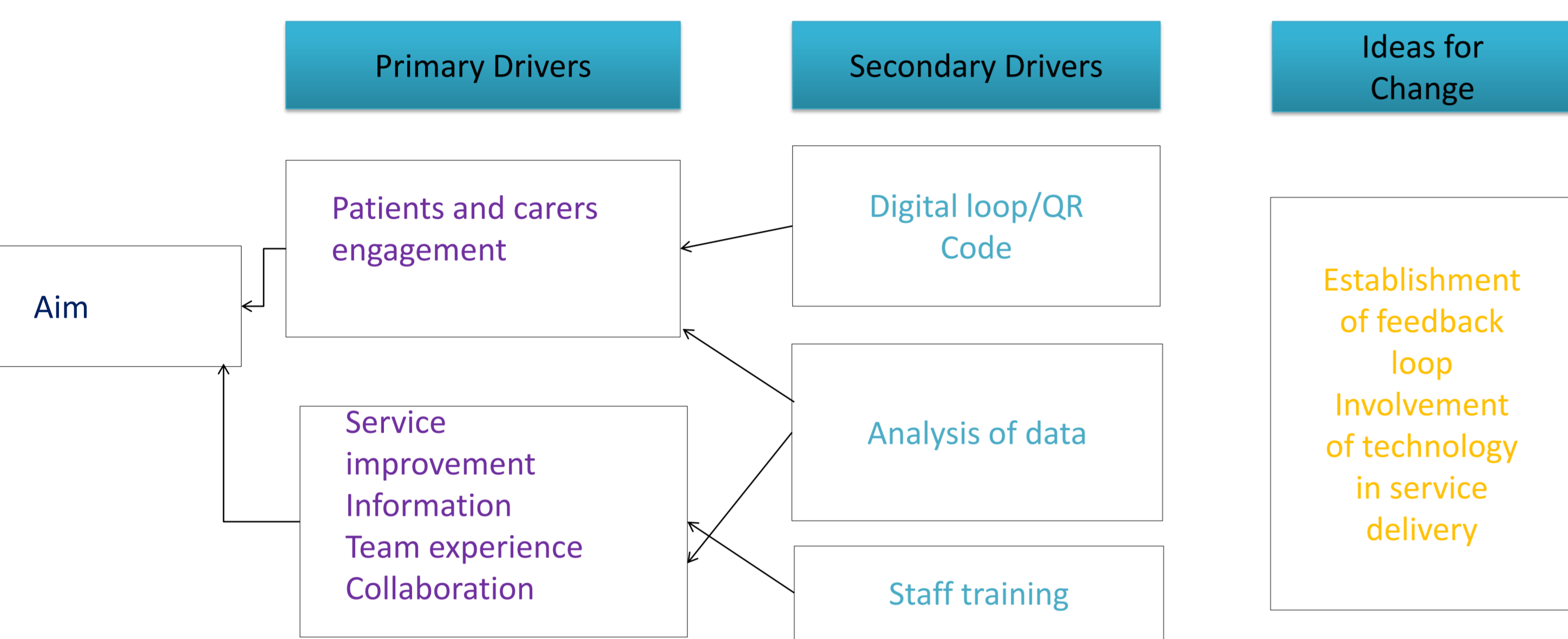
## Aim/purpose:

By March 2022, 70% of patients aged 11-19 Years with Epilepsy will have Digital feedback forms offered in Clinics (Consultant and Nurse led) and on acute Paediatric ward!

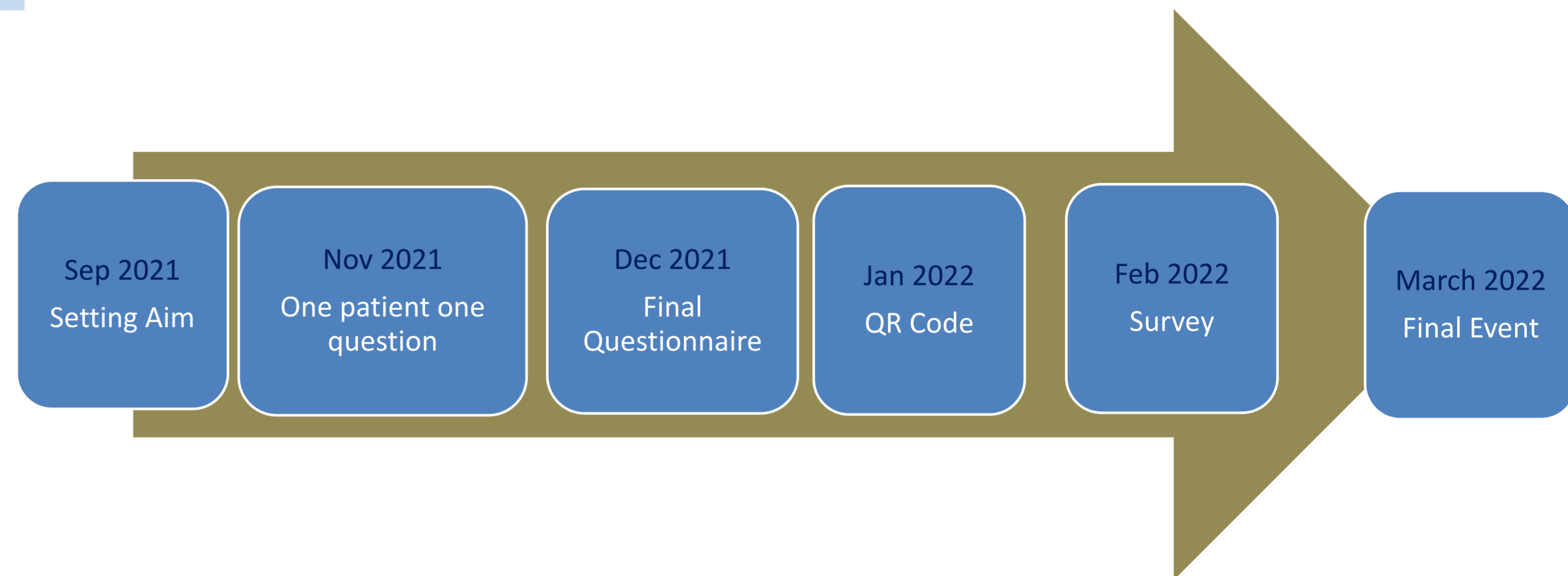
## Background:

Engagement of 11-19Years old and their carers is a challenging but crucial aspect of any health service review and development. It requires a sustained multifaceted approach from every team member to involve adolescent in their care. The persistent evolution of technology, reliance on social media with accelerated adaptation of telemedicine in COVID-19 pandemic, we feel that our Epilepsy service must establish a user friendly, easy to access digital feed back process; that will assist us to constantly analyse care provision, enrich our collaboration and give us platform to persistently enhance our service.

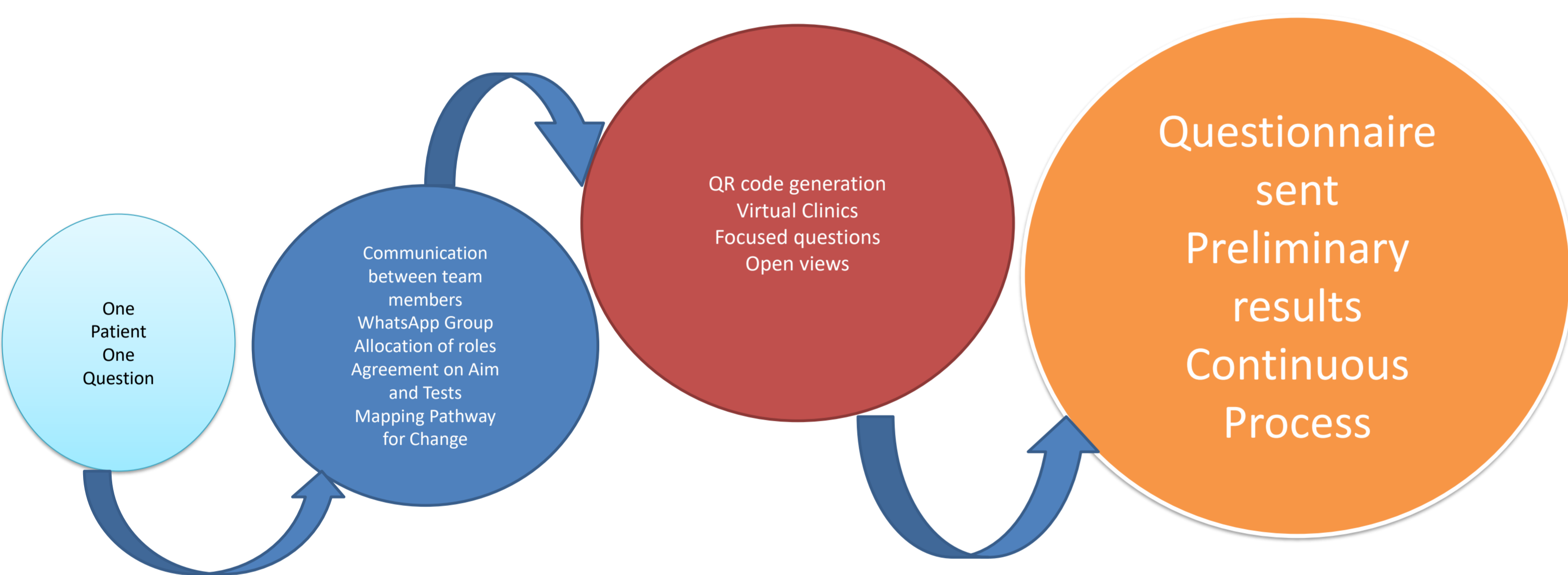
## Driver Diagram



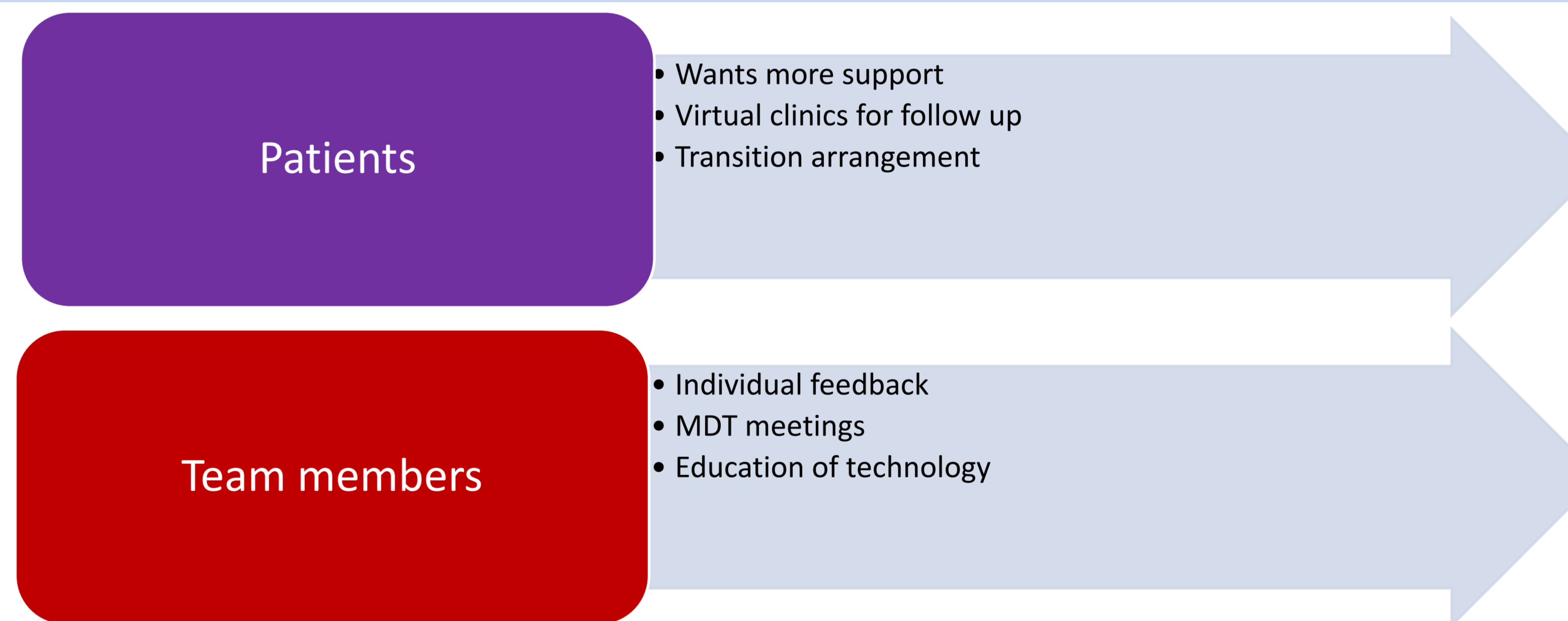
## Process Map



## PDSA Cycles



## What our tests revealed



## Data/Results/Patient engagement



- 49 Responses received between Jan/Feb 2022 from QR code and email links
- 41/49 ranked the service "very good" and 8 were "good"
  - Majority were extremely satisfied with the information given by Consultants and ESN.
  - 15/49 needed more information about psychological support.
  - Views about virtual clinic: 24/49 patients preferred to have face to face appointment.
  - 37/49 were feeling worried about transition to adult services.

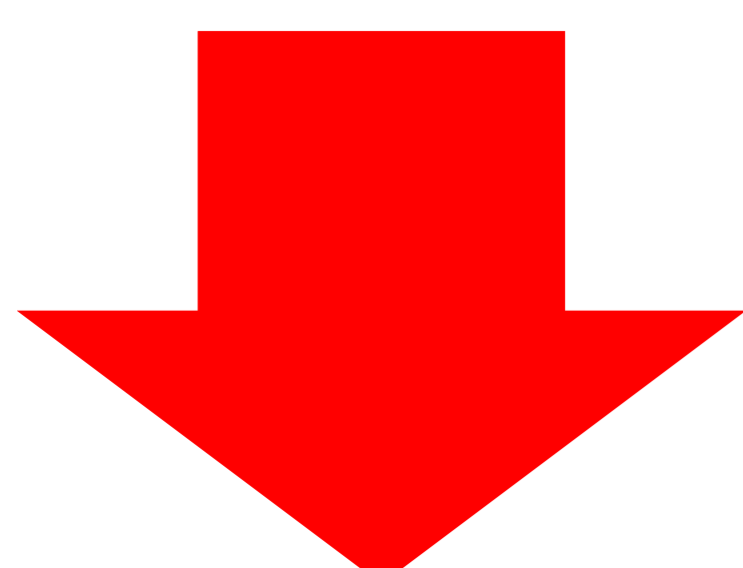
## Team personal learning/Team highlights



## Success/Challenges



User friendly and easy to analyse feedback  
Geographical challenges addressed  
Team education and training about QI



Virtual clinics are not always the answer  
Psychiatric support is patchy  
Recourses for transition care

## Next steps



- Combined clinic virtually
- Signposting about psychiatric support
- Transition care pathway
- Local support group
- Streamline First Fit Clinic